



YeBoneer Teampact Frequently Asked Questions

Q) I cannot sign-in to teampact

- A) Please check that the email-password combination you are using is correct. The password must be YeBo123! With the Y and B in capital letters.
- B) Also, check that you have a stable connection to the internet. Social media data packages will not work for teampact.
- C) Double check if your account has been added on teampact by the data team.

Q) My Session disappeared after I checked in in the morning.

- A)

Q) My number of combined sessions are not similar to the amount of sessions I was present that day (the amount of sessions are less).

- A)

Q) My Team pact App is showing the Participants Changes text dialog.

- A) Logout and sign-in again on Team pact
- B)

Q) My loaded learners not showing or are disappearing on Team pact.

- C) if other YeBoneers can view the new learners, it means that they were loaded successfully to the shared group. Assuming they are in the same group or school.
- D) On learners not appearing, start by syncing after loading learners and checking again.
- E) If that does not work, try re-installing the app and loading the learners again.

Q) My on-site check-in images not showing on Team pact .

- F) On your device you need to allow team pact to take pictures and make sure your device has enough free space.

Q) My Team pact app screen is loading infinitely/syncing loop.

- A) YeBoneer should screen record what is happening and escalate the issue

Q) YeBoneer has accidentally checked out early, what should they do?

- A) YeBoneer should check out again at the site.

Q)

A)